

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena MT 59604

VACANCY ANNOUNCEMENT

November 7, 2007

5 Page Document

TITLE:	Communication Technician
POSITION NO:	09702
LOCATION:	Disability Services Division, Helena
STATUS:	Full-Time/Permanent
UNION:	MEA/MFT
PAY GRADE:	Pay Plan 20, Pay Band 4
STARTING SALARY:	\$29,291 - \$36,613 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Friday, November 23, 2007**. For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: Extensive travel and potentially long hours are involved, and sign language is required. A resume is required at time of application.

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

Applicant must have a valid drivers license and access to a vehicle. The successful applicant will be required to sign a Driving Release Record Form.

TYPICAL DUTIES: This position is responsible for delivering equipment, training, educating, and following-up on the success of particular equipment and attaining Montana Telecommunications Access Program (MTAP) goals. Duties include distributing equipment; training clients on appropriate communication devices and troubleshooting for those who have equipment; training 911 centers on proper response to incoming TTY, CapTel, and VCO calls; educating other government agencies to receive and

respond to TTY, CapTel, and VCO calls; improving technological and sign skills through classes and/or practice; managing the inventory; ordering and placing state identification on new equipment; equipment maintenance; attending quarterly Governor's Committee on Telecommunications Committee meetings and reporting on equipment distribution; maintaining documentation of pertinent information in client files; and other tasks as assigned.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of social/cultural/economic/special needs of people who are deaf, deaf/blind, hard of hearing, speech and/or mobility disabled, and the ability to function in the work place and other environments; telecommunications equipment for deaf/hard of hearing, deaf culture, disabilities and the Montana Relay; and of database systems, computers and software.

Skills: Skill in organization; effective and efficient trip planning; completing paperwork in a timely manner; and fluency in sign language, with good written and verbal communication.

Abilities: Ability to travel extensively with good map reading; work well with all age groups while maintaining patience and good interpersonal interaction; and must be polite.

EDUCATION/EXPERIENCE REQUIRED: One year of job-related college or vocational training in technology and/or sign language **AND** one year experience working with deaf, hard of hearing, disabled individuals, or the elderly; and working with technical equipment, including computers, text telephones and captioned telephones. Must be able to communicate verbally and in sign language.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev.5/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school. (**Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*).

If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to: HUMAN RESOURCES, PO Box 4210, Helena MT 59604;

4. Resume; and
5. Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services
Title: Communication Technician
Position: #09702
Location: Disability Services Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Describe your experience working with the deaf and differences between the deaf and hearing cultures.
2. Describe in detail your previous experience in the field of information technology and relay services.
3. Describe in detail your level of proficiency (i.e. basic/proficient/fluent) with sign language.